



NEWPORT NEWS, VA
CITY OF OPPORTUNITY

JOB DESCRIPTION
ADMINISTRATIVE SERVICES COORDINATOR
HUMAN SERVICES

Human Resources Department
700 Town Center Drive, Suite 200
Newport News, VA 23606
Phone: (757) 926-1800
Fax: (757) 926-1825

GENERAL STATEMENT OF RESPONSIBILITIES

Under limited supervision, this position is responsible for facilitating the department's administrative and human resources functions to include recruitment, selection, training and development, performance management, discipline, and strategic planning. Serves as a liaison with the Department of Human Resources. Reports to the Business Project Manager.

ESSENTIAL JOB FUNCTIONS

Responsible for the effective supervision and administration of the administrative services and Human Resources Division of the department to include recruitment, selection, performance management, employee relations, classification and compensation. Consults with and advises department management on personnel matters; provides guidance to supervisors in the department with respect to training, evaluating, counseling, motivating, and disciplining employees; investigates employee disputes and alleged standards of conduct violations and recommends methods for resolution. Prepares and monitors the personnel services budget

Develops recruitment and retention programs; coordinates and oversees promotional processes. Reviews selection packages prior to submitting to the Department of Human Resources ensuring the completion and accuracy of recruitment and selection procedures. Coordinates and oversees the department's human resources function to include payroll, FMLA, FLSA, occupational and non-occupational leave to ensure accurate eligibility determination and process coordination; maintains departmental personnel records.

. Ensures compliance with Virginia Department of Social Services reporting requirements, applicable policies and procedures and coordinates the development and revision of departmental and administrative policies; disseminates and interprets City and department policies.

Assists with developing and coordinating the department's workforce planning and development program; participates in the research, development and implementation of strategic initiatives; facilitates department-wide strategic planning efforts; implements, administers and coordinates systematic programs for administrative, technical and operational activities to enhance efficiency, streamline work processes, and improve employee productivity; manages the goals and objectives process of the strategic planning initiative for the department; prepares reports as needed.

Oversees the department's payroll activities; monitors and reports personnel information to meet state reimbursement requirements and ensure accuracy of personnel actions in accordance with payroll policies and operational requirements; provides written correspondence to staff concerning any payroll changes and arranges for departmental payroll training.

Performs other duties as assigned.

PERFORMANCE STANDARD

Employees at all levels are expected to effectively work together to meet the needs of the community and the organization through work behaviors demonstrating the City's Values. Employees are also expected to lead by example and demonstrate the highest level of ethics.

REQUIRED KNOWLEDGE

- Human Resources - Knowledge of human resources and modern business principles, theories and practices to include FLSA, FMLA and related laws and regulations. General knowledge of organizational development including training principles and practices. Knowledge of recruitment, selection, and utilization of an Enterprise Resource Planning (ERP) system.
- Supervision - Knowledge of leadership techniques, principles and procedures to assign work, schedule, supervise, train, and evaluate the work of assigned staff.
- Payroll - Knowledge of payroll practices to ensure accuracy and appropriateness of all transactions, to include compliance with policies and operational requirements.
- Customer Service - Thorough knowledge of principles and processes for providing customer services. This includes setting and meeting quality standards for services, and evaluation of customer satisfaction.

REQUIRED SKILLS

- Computer Skills - Utilizes computers with word processing, spreadsheet, and related software to effectively complete a variety of administrative tasks with reasonable speed and accuracy.
- Critical Thinking - Using logic and reasoning to understand, analyze, and evaluate complex situations and research information to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to the situation.
- Interpersonal Relationships - Develops and maintains cooperative and professional relationships with employees and all levels of management to include representatives from other departments and organizations.

REQUIRED ABILITIES

- Coordination of Work - Ability to establish and implement effective administrative programs and procedures. Ability to plan and organize daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Performs a broad range of supervisory responsibilities over others.
- Communication - Excellent ability to communicate complex ideas and proposals effectively so others will understand to include preparation of reports, agendas, and policies. Excellent ability to listen and understand information and ideas presented verbally and in writing. Ability to handle a variety of human resources issues with tact and diplomacy and in a confidential manner.
- Financial Management - Ability to perform arithmetic, algebraic, and statistical applications to perform purchasing and financial transactions. Ability to employ economic and accounting principles and practices in the analysis and reporting of budgeting data.

EDUCATION AND EXPERIENCE

Requires any combination of education and experience equivalent to a Bachelor's Degree in Public Administration, Business Administration, Human Resources, or a related field and 3-5 years of related experience including 1-2 years lead or supervisory experience.

ADDITIONAL REQUIREMENTS

An acceptable general background check to include a local and state criminal history check and sex offender registry check as well as a valid driver's license with an acceptable driving record.

PHYSICAL REQUIREMENTS

- Requires the ability to exert light physical effort in sedentary to light work.
- Some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds).
- Tasks may involve extended periods of time at keyboard or work station.

SENSORY REQUIREMENTS

- Some tasks require the ability to perceive and discriminate sounds and visual cues or signals.
- Some tasks require the ability to communicate orally.

ENVIRONMENTAL EXPOSURES

Essential functions are regularly performed without exposure to adverse environmental conditions.